

**AMENDMENT NO. 4  
TO  
CONTRACT NO. MA-042-22010072  
FOR  
ENVIRONMENTAL HEALTH DATA MANAGEMENT SYSTEM**

This Amendment (“Amendment No. 4”) to Contract No. MA-042-22010072 for Environmental Health Data Management System is made and entered into on the date of full execution by the Parties (“Effective Date”) between **HS GovTech USA Inc.** (“Contractor”), with a place of business at 436 East 36<sup>th</sup> Street, Charlotte, NC 28205, and the County of Orange, a political subdivision of the State of California (“County”), through its Health Care Agency, with a place of business at 405 W. 5<sup>th</sup> Street, Ste. 600, Santa Ana, CA 92701. Contractor and County may sometimes be referred to individually as “Party” or collectively as “Parties”.

**RECITALS**

**WHEREAS**, County and HealthSpace USA Inc. executed Contract No. MA-042-21011502 for Environmental Health Data Management System, effective July 1, 2021 through June 30, 2024, in an amount not to exceed \$898,894 (“Contract”); and

**WHEREAS**, the Parties executed Amendment No. 1 to reflect Contractor’s name change from “HealthSpace USA Inc.” to “HS GovTech USA Inc.” and to modify the Contract’s term and not to exceed amount; and

**WHEREAS**, the Parties executed Amendment No. 2 to undo the administrative mistakes made in Amendment No. 1 related to the Contract’s term and not to exceed amount and to renew the Contract for one year, effective July 1, 2024 through June 30, 2025, in an amount not to exceed \$190,900, for a new total amount not to exceed \$1,089,794; and

**WHEREAS**, the Parties executed Amendment No. 3 to renew the Contract for one year, effective July 1, 2025 through June 30, 2026, in an amount not to exceed \$199,319, for a new total amount not to exceed \$1,289,113; and

**WHEREAS**, the Parties now desire to enter into this Amendment No. 4 to change the Contract number; to add Liquidated Damages, Service Level Commitment, Monitoring and Measuring Tools and Process, Service Level Fee Reductions provisions to the Contract; to replace Attachment A, Scope of Work, of the Contract with Attachment A-1, Revised Scope of Work; to replace Attachment B, Compensation and Invoicing, of the Contract with Attachment B-1, Revised Scope of Work; and to extend the Contract for two (2) years for County to continue receiving and Contractor to continue providing the services set forth in the Contract.

**NOW THEREFORE**, Contractor and County agree to amend the Contract as follows:

1. Paragraph 46 is added to the Contract as follows:

**Liquidated Damages:**

It is agreed by and between Contractor and County that if this Contract is not fully and

completely performed within the terms of the Contract, damage will be sustained by County. Said damage includes any additional costs resulting from a delay in scheduled time frames by Contractor. Since it is and will be impractical and extremely difficult to determine the actual damage which County will sustain by reason of such delay, Contractor agrees to forfeit and pay to County liquidated damages in a set amount of \$1,000 ("Liquidated Damages") for each calendar day that completion of all the work required by the Contract is delayed beyond the schedule set forth in Attachment A, until delivery.

In the event the liquidated damages as set forth herein are not paid by the Contractor, County may deduct the amount of liquidated damages from any payments due or to become due to Contractor. If the Liquidated Damages exceed the unpaid balance of the Contract price otherwise owed to Contractor, then Contractor shall immediately pay County the difference.

For purposes of clarity, this Liquidated Damages provision applies to: (1) Contractor's performance required in Attachment A (Scope of Work), (2) Contractor's performance required in a mutually agreed upon Work Order, and (3) Contractor's performance to provide solutions for items that the parties mutually agree are not functioning or require further development and/or repair to fix (break/fix) and for items that the parties mutually agree are not meeting user acceptance due to misconfiguration; except, however, this Liquidated Damages provision does not apply to Contractor's performance that has passed Final Acceptance requirements in Attachment A (Scope of Work) and is subject to the Service Level Agreement in Attachment A (Scope of Work).

2. Paragraph 47 is added to the Contract as follows:

**Service Level Commitment:**

Except as otherwise specified in this Contract, from and after the Effective Date, the Contractor shall perform the Services at levels that are equal to or better than the Service Level Requirements ("SLR") as set forth in the Service Level Agreement in Attachment A, Scope of Work. Contractor shall meet or exceed the applicable SLRs even where doing so is dependent on the provision of Services by subcontractors or other non-contractor personnel. Any resources utilized by the Contractor pursuant to the terms hereof shall incorporate methods permitting measurement of all performance-related SLRs. Contractor shall measure and compare the actual or observed performance resulting from Contractor's performance of the Services with the SLRs during each month.

3. Paragraph 48 is added to the Contract as follows:

**Monitoring and Measuring Tools and Process:**

Contractor shall implement measurement and monitoring tools, which shall be reviewed and approved by County, and produce the metrics and reports necessary to measure its performance against any of the SLRs and shall deliver to the County such reports in accordance with the frequency set forth in Service Level Agreement in Attachment A, Scope of Work. Upon request in connection with an audit, and at no additional charge to County, Contractor shall provide County or its designees with information and access to tools and procedures used to produce such metrics.

4. Paragraph 49 is added to the Contract as follows:

**Service Level Fee Reductions:**

Failure by the Contractor to meet the Application Performance and Service Level guarantees as stated in Service Level Agreement in Attachment A, Scope of Work, will result in the Fee Reductions stated in Table 1- System Uptime. The Parties agree that the Fee Reductions reflect the diminished value of the Services as a result of Contractor's failure to provide the Services in accordance with Service Level Agreement in Attachment A, Scope of Work and, accordingly do not constitute nor shall be construed or interpreted as penalties. Fee Reductions shall in no event be the sole and exclusive remedy of County with respect to any failure of Contractor as described in this paragraph. Fee Reductions shall be in the form of a performance credit to County to be applied to the following invoice. Contractor shall provide a corrective action plan no later than seventy-two (72) hours of identification of performance issues.

5. Attachment A, Scope of Work, of the Contract is deleted in its entirety and replaced with Attachment A-1, Revised Scope of Work, which is incorporated by this reference.
6. Attachment B, Compensation and Invoicing, of the Contract is deleted in its entirety and replaced with Attachment B-1, Revised Compensation and Invoicing, which is incorporated by this reference.
7. Contract is extended for a period of two (2) years, effective July 1, 2026, through June 30, 2028, in an amount not to exceed \$609,393 for this extension period, for a new total amount not to exceed \$1,898,506 with an option to extend additional one-year period 60 on the amended terms and conditions.
8. The Contract number is changed from "MA-042-21011502" to "MA-042-22010072".
9. Contractor shall reference invoices with MA-042-22010072 and continue to forward invoices to: Orange County, Health Care Agency, Accounts Payables, and P.O. Box 689, Santa Ana CA 92702 or email to [hcaap@ochca.com](mailto:hcaap@ochca.com).

This Amendment No. 4 modifies the Contract, including all previous amendments, only as expressly set forth herein. Wherever there is a conflict in the terms and conditions between this Amendment No. 4 and the Contract, including all previous amendments, the terms and conditions of this Amendment No. 4 prevail. In all other respects, the terms and conditions of the Contract, including all previous amendments, not specifically changed by this Amendment No. 4, remain in full force and effect.

**SIGNATURE PAGE FOLLOWS**

**SIGNATURE PAGE**

IN WITNESS WHEREOF, the Parties have executed this Amendment No. 4. If Contractor is a corporation, Contractor shall provide two signatures as follows: 1) the first signature must be either the Chairman of the Board, the President, or any Vice President; 2) the second signature must be either the Secretary, an Assistant Secretary, the Chief Financial Officer, or any Assistant Treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution or by-laws demonstrating the legal authority of the signature to bind the company.

HS GovTech USA Inc.

CEO

Eric Thomas

Print Name

Title

  
Signature

2/24/2026

Date

Kishore Devarakonda

CFO

Print Name

Title

  
Signature

2/24/2026

Date

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**County of Orange**, a political subdivision of the State of California

Purchasing Agent/Designee Authorized Signature:

Roland Tabangin

Deputy Purchasing Agent

Print Name

Title

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Approved as to Form  
Office of the County Counsel

County of Orange, California

County Counsel

Brittany McLean

Title

Print Name

Signed by:  
  
Signature 71CFE638662E411...

2/24/2026

Date

## Attachment A-1

### Revised Scope of Work

#### A. Background

The Orange County Health Care Agency (OC HCA) Environmental Health (EH) Division provides an array of services to help ensure public safety is maintained. This consists of the following programs that serve in various capacities to protect the health and safety of Orange County residents and visitors from harmful conditions in the environment by conducting inspections, oversight and monitoring of local:

- Restaurants
- Public pools
- Hazardous waste and materials facilities
- Medical waste facilities
- Body art facilities
- Groundwater cleanup sites
- Industrial cleanup sites
- Water quality/Wells/Cross-Connections
- Landfills and other solid waste facilities.

Additionally, EH enforces laws and regulations and uses education to inform businesses and communities about environmental health issues and serves as a resource.

EH is responsible for managing, coordinating and reporting information for over 50,000 regulated facilities throughout Orange County. A comprehensive system solution is needed to provide effective and efficient solutions along with robust system capabilities.

#### B. Objective

To implement an integrated, scalable, web based enterprise wide system solution that will support EH in conducting its business effectively, efficiently and support any applicable compliance regulations and requirements. The system must be implemented to support a production go-live date of May 1, 2022.

#### C. Overall System Capability

The system must manage all data and functional activities that support Environmental Health Services and all departments within it as noted below. This includes support for various internal business workflows, reports and analytics, security, online customer portal for public facing functions, and common access methods, as noted below.

#### D. Functional Requirements – General

The system shall have the ability to, but not be limited to, in no particular order:

1. Integrate and/or interface with other applications, such as: County's timecard system, (reconciliation of data entered in EHDMS with data entered in timecard system),

California Environmental Reporting System (CERS), BlueBeam, and any future integrations with Solid Waste Information System Digital Inspections Program (SWIS DIP) and/or GeoTracker, etc. and/or enable authorized departments and platforms to interface with the system. The system shall have an acceptable method of identifying and reconciling any potential mismatches in data from the integrations, such as client entry in CERS.

2. Auto geocode data that is stored in the system and interface with a County approved Geographic Information System application
3. Capture electronic signatures
4. Display, import, export, save and print documents in all formats including large documents,  
e.g. plans and blueprints with metadata
5. Create customizable dashboards to view and manage staff workloads.
6. Support for data mining and data analytics.
7. Perform search using keywords and a variety of other parameters and criteria
8. Auto generate a unique identifier for every record
9. Create email notifications, alerts, and reminders for any activity being performed in the system
10. Provide an audit trail of all changes made in the system
11. Enable mapping services to automatically record locations for all types of facilities and routing mechanisms for inspections
12. Create inspection checklists compatible with various devices and screen sizes to collect individual data points
13. View and edit finalized inspection reports with configurable permissions
14. Calendar the next inspection date based on program and service specific business rules
15. Allow for a variety of data field types including, but not limited to, variable character, numeric, data, currency, Boolean, and selection list
16. Enable time tracking, allowing for capture during the service and as a separate function
17. Integrate a payment gateway service for online payment transactions utilizing a County approved vendor
18. Manage the status of all records and their history and display in a consolidated location
19. Automatically purge data according to a record retention schedule with notification and preview of items to be purged with exclusion options
20. Have an internal and external tracking system for application submission (for client and County staff)
21. Have an internal routing mechanism to allow for tracking of workflow status based on business rules, and have the ability to record notes made against a record during internal routing
22. Manage documents in a manner that provides for easy access and allow for association with a record in the system or as a document library
23. Allow for online submissions of various kinds of web forms and attachments with document history
24. Prevent duplication of record creation throughout all modules of the system
25. Ability to create both consolidated and individual inspection reports for multiple permits at the same facility
26. Ability to view historical data on inspections, ownership, and other necessary information gathered from all programs in a consolidated location
27. Ability to create drop-down lists to populate desired fields
28. Apply Role-based Access Control (RBAC) limiting each identified user role with access

to a subset of system functions, pages, tabs, fields and the ability to add, update, delete, or view data.

29. Cut and paste comments from previous inspections into new inspection reports
30. Ability to conduct single or multiple program inspections against a facility at any given time
31. Ability to work in multiple modules within the system at the same time without causing or allowing for data conflict
32. Create new permits, and new facility records with the option of inheriting prior facility history
33. Manage violations and their compliance using business rules
34. Provide versioning control for documents
35. Ability to create user defined fields
36. Ability to have one to one, one to many, and many to many record relationships based on business needs
37. Ability to send notifications, alerts, reminders, emails, and SMS to employees and customers, both manual and automatic, and both to selected individuals and in bulk
38. Ability to send and receive emails to and from customers and applicants, within the system
39. Ability to have access to all program inventory and to carry out all necessary field duties both with and without Internet connection, and having a systematic method of transferring data to and from offline mode without causing or allowing for data conflict
40. Provide both TRAINING and STAGING environments

**E. Non-Functional Requirements-** The system shall meet the Service Level Requirements, Performance Thresholds, and Performance Credit Amounts and Table 1- System Uptime, set forth in this Attachment A-1.

**F. Functional Requirements - Component Specific**

The system shall have the following components with the ability to access and exchange data between all components

**1. Facility and Owner information**

This module will manage information related to the facility and owner and shall have the ability to capture the following but not limited to:

- a. Facility physical address with parcel validation
- b. Facility business name
- c. Facility owner, allowing for multiple owners
- d. Owner's address
- e. Mailing address
- f. Business type
- g. Facility record creation date
- h. Facility email addresses
- i. Owner email addresses
- j. Billing address
- k. Facility phone number
- l. Owner phone number

- m. Square footage
- n. 1st date of operation
- o. Operational days and hours
- p. Number of Employees
- q. Capture Environmental Protection Agency (EPA) Identification number in the system
- r. Capture California Electronic Reporting System (CERS) Identification number in the system
- s. Capture vehicle information such as: Vehicle Identification Number (VIN), License number, make and model.

## 2. Inspection

This component will capture the result of all inspections being conducted in real time and shall have the ability to capture the following:

- a. Ability to document services against inventoried facilities and un-inventoried records, such as complaints and new facilities
- b. Select violation codes based on the type of permit
- c. View facility violations history simultaneously while performing inspections
- d. Ability to copy, cut and paste comments from previous inspections into new inspection reports
- e. Ability to select comments associated with a violation from a library
- f. Ability to capture all current and future CERS mandated fields in current or future versions of CERS
- g. Ability to conduct multiple program inspections or re-inspections at a facility at a time
- h. Ability to embed photos, documents, and/or links within the inspection report
- i. Automatically capture a snapshot of final inspection report for internal and/or public viewing
- j. Ability to unlock and edit completed inspection reports based on access roles
- k. Auto-populate violation details
- l. Ability to designate type of service performed
- m. Allow for entry of time associated per service performed
- n. Calculate facility time values (hours and minutes) based on services performed and time frame
- o. Provide the most efficient travel route based on distance and time values, priority, and time available or other business rules
- p. Allow for the use of voice-to-text for dictation of report and documentation

## 3. Time Accounting

The Time Accounting component must produce a daily activity work assignment summary sheet for all inspectors and shall have the ability to perform the following:

- a. Automatically and manually schedule the next inspection's activity based on frequency, activity type, activity date, and program, factoring in County working days

- b. Edit the daily activity sheet for each account login and allow for an approval system for changes made post bi- weekly time sheet submittal
- c. Prioritize the daily activity sheet for each account login
- d. Record time spent on general activities, mileage traveling to and from services for each account login
- e. Bill by time spent on a service according to program rules (6 minutes, 15 minutes, etc.)
- f. Bill based on service performed
- g. Capture daily activity of who performed the action against what record, against what program, what kind of action and how long the action took
- h. Compute average time for all per program activities and generate a time value based on business rules

#### 4. Billing/Invoicing and Accounts Receivable

The Billing and Invoicing module will be a fully integrated accounting application that will use information from the general facility and inspection components to generate and manage invoices. This component shall have the ability to perform the following:

- a. Post payments through both a batch or manual process
- b. Cancel an invoice, reverse charges on an invoice, and credit balance when payment has been received
- c. Generate invoices on variable time schedules, such as anniversary, quarterly, or annual billing for various programs through a batch or manual process
- d. Generate Certified Unified Program Agency (CUPA) bills in compliance with the California Health and Safety Code and California Code of Regulations
- e. Penalization of invoices and the ability to accommodate multiple penalization rates
- f. Ability to link invoices to facilities and/or owner in order to track balances and send outstanding fees to collections based on facility/owner information
- g. Generate reports for financial activities and reconciliation with online payment provider
- h. Print invoices using specialized reports for multiple programs
- i. The ability to notify customers via batch email when the invoice is generated and send email reminders of unpaid invoices to account owners
- j. Track over payments and credits to accounts, and generate refunds when applicable,
- k. Ability to issue an invoice based on the inspector's hourly rate, time spent, and/or fee schedule
- l. Ability to track fee schedule history to enable billing of past fees
- m. Customize numbering convention of invoices based on the type of program and type of billing
- n. Issue past due invoice to previous business owner
- o. Flag change of ownership if there's an outstanding account balance
- p. Restrict a permit from generating if there's an outstanding bill, with administrator option to override
- q. Manage invoices with both recurring and ad hoc fees

- r. Tracking of facilities and owners with outstanding balances
- s. Integrate with a County approved point of sale system or other acceptable vendor proposed solution

## 5. Online Portal

The system shall include an online portal that will allow for the management of all the activities being performed in the system. The online portal shall have the following characteristics:

- a. Be platform agnostic
- b. Provide the public information on inspection results, inspection reports, and permit suspensions, based on program
- c. Provide a mobile app\electronic solution that allows for the public to search facilities based on location, proximity, keywords, compliance, and other relevant search criteria
- d. Allow a client to submit applications via web forms and attachments
- e. Allow the client to pay for their application submission after the application has been approved by EH staff, or at the time of submission
- f. Be able to send and receive files of various formats without size limitation
- g. Integrate with a County approved electronic plan markup software and incorporate comments made within the plan markup software into the EHDMS and/or online portal
- h. Allow the public to submit complaints
- i. Allow the public to view the status of and history of an active plan check
- j. Allow a client to self-register as a business owner
- k. Allow a client to pay their invoice
- l. Allow a client to update their own information with the option for County to approve changes made
- m. Allow a client to submit results or documents for violations
- n. Exclude clients from accessing a business account of which they do not own
- o. Allow a client to schedule an appointment for an inspection or consultation based on staff member's availability or integrate with a County approved scheduling solution
- p. Allow a client to reprint a health permit when all County business rules have been met (e.g., payment, compliance) and have the ability to watermark the document
- q. Support the following languages: English, Spanish, Simplified Chinese, Korean, Vietnamese, Arabic, Farsi

## 6. Complaint Module

This module will manage and track complaints that have been submitted by citizens and shall have the ability to perform the following:

- a. Assign a number to all complaints
- b. Link complaints to type of incident

- c. Create an on-site complaint
- d. Add a complaint into a work assignments
- e. Log a complaint with or without a facility association

## 7. Reports

This module shall produce reports for all EH departments using a reporting wizard and shall have the ability to:

- a. Run ad-hoc reports
- b. Customize reports
- c. Export, print and save reports
- d. Run reports using a report wizard
- e. Report library and user-customizable reports
- f. Export data to common data formats
- g. Run daily activity report for entire programs or individuals
- h. Utilize County approved data visualization tools
- i. Publish reports as an automated data feed
- j. Provide a report that compares timecard data within the module to timecard data in County's timecard system via a flat file export and identify any anomalies to the user and the user's supervisor
- k. Restrict certain reports or creation of reports by user role

## 8. Integration with External Systems

The system shall have the ability to:

- a. Interface with current and future versions of California Environmental Reporting System (CERS)
- b. Be CERS compliant for all tiers required by County
- c. To meet any future data exchange requirements for the Solid Waste Information System Digital Inspections Program (SWIS DIP)
- d. To meet any future data exchange requirements with GeoTracker
- e. Integrate with a County approved point of sale system or other acceptable vendor proposed solution
- f. Integrate with a County approved appointment scheduling system for clients and queue system for clients visiting the office or other acceptable vendor proposed solution
- g. Integrate or interface with other applications not listed above that become required by law or business need

## G. Technology Requirements

1. The system shall be a fully secure Software as a Service model in the cloud with

accessible to suit HCA Environmental Health and shall meet HCA IT Security requirements. Contractor shall provide:

- a. unlimited storage/hosting capacity and bandwidth
  - b. perpetual license for EH employees of County for the modules and program areas managed by HSCloud Suite
  - c. SOC2 Type2 audit annually to verify compliance with controls and security
2. The system shall have the ability to import data from external sources and also manually input data as needed
  3. The system shall have the ability to support all browsers at their current version levels.
  4. The system shall have a user login authentication process with SSO.
  5. The system shall have a high degree of usability and user-friendliness in terms of navigation, data-entry, reviewing data and running reports.
  6. The system shall provide safeguards for referential integrity of all data.
  7. All communications must be encrypted in-transit through the use of standard security protocols: SSH, sFTP, SCP, HTTPs. Data at rest must be encrypted.
  8. The system shall integrate with HCA's Microsoft Active Directory for user authentication
    - a. Mobility and Device Requirements:
      - i. The system shall be device agnostic, i.e., application performance shall be identical whether the end user is connecting from a desktop or a tablet or any mobile device. Menus and forms shall scale to display appropriately on any device, regardless of screen resolution, aspect ratio, or orientation.
      - ii. The system shall be designed for optimal performance over slower or unreliable connections.
      - iii. The system shall be designed as the primary expected input method through the use of drop-down lists, and context-specific fields.
      - iv. If required for functional use, application shall support native functions of the client device, including but not limited to: on- screen keyboards, voice dictation, predictive text and suggested words, front and rear cameras, and GPS location services
    - b. Conformity and Support
 

The system shall fully conform with and support the following HCA IT infrastructure and environment requirements. HCA has standardized its use of virtualization technology, whenever possible, for all new systems.

## H. Support and Maintenance Procedures

Contractor shall provide County support for HSCloud Suite including support hours 6am - 6pm pacific standard time. Contractor shall be responsible for establishing support and maintenance procedures for the system. Contractor shall provide the necessary documentation and procedures to support HCA's use of the system on a 24/7 basis. Contractor shall follow standard multi-tier support framework in terms of classifying and resolving issues based on severity and mutually acceptable service level expectations.

### **Service Level Requirements, Performance Thresholds, and Performance Credit Amounts**

Service Level Requirements, Performance Thresholds, and Performance Credit Amounts are being incorporated into the Contract

The County shall be entitled to a Performance Credit for failure to maintain solution availability or timely resolution for Break/Fix and Misconfigured functional requirements. Measurement for solution availability is defined as the percentage of time the solution is fully operational and available when called upon during the defined reporting period. Availability represents a measure of the fraction of time (expressed as a percentage) during

a defined period when the System is deemed to be equal to or better than a Designated Service Level. Contractor shall maintain the application’s uptime and full availability (i.e. solution availability) at 99.96%. Criteria for the functional requirement categories are detailed in Table 2.

$$\text{Solution Availability \%} = \frac{\text{Scheduled Uptime} - \text{Scheduled Downtime}}{\text{Scheduled Uptime} + \text{Unplanned Outage}}$$

Performance credit for missed performance is designed to encourage the consistent and timely delivery of service and value to the County and is not intended to compensate the County for damages, but rather to reimburse the County for the value of the diminished services actually provided, and to provide incentive to the Contractor to achieve the Contract’s stated objectives and focus on the County’s needs. Performance credits based on solution availability shall be applied to the following annual maintenance recurring fee invoice. In the event there are no following invoices, Contractor shall issue a check in the amount of the Performance Credit payable to the County.

The performance credit table below outlines the circumstances under which the County will be entitled to performance credit for the Contractor’s failure to meet the Contract’s defined deliverables and requirements and/or achieve the Service Level and Functional Requirements.

Table 1- System Uptime - System will be available and accessible 24 hours a day, 7 days a week.

Service Level Requirement	Performance Threshold	Performance Credit Amount
Solution Availability	Availability greater than 99.95%	No credit
Failure to maintain solution and within response and/or resolution timeframes allowed	Availability less than 99.96%, greater than 95%	1% of the month the failure occurs in charges (1/12 <sup>th</sup> of the annual) per each outstanding day
	Availability less than 95%, Greater than 90%	5% of the month the failure occurs in charges (1/12 <sup>th</sup> of the annual) per each outstanding day
Failure to maintain solution	Availability less than	5% of the month the failure

and greater than response and/or resolution timeframes allowed	99.96%, greater than 95%	occurs in charges (1/12 <sup>th</sup> of the annual) per each outstanding day per each outstanding day
	Availability less than 95%, Greater than 90%	10% of the month the failure occurs in charges (1/12 <sup>th</sup> of the annual) per each outstanding day per each outstanding day

Table 2 – Functional Requirement Terms

Task Category	Criteria	County Impact	Response & Resolution	Performance Credit Amount
Critical / Work Stoppage	Complete functional failure. The County or Public users are unable to complete critical workflow(s), and no workarounds are available.	Task is causing one or more of the following: <u>Health and Safety:</u> the County fails to address health and safety concerns for the public. <u>Compliance:</u> task is causing noncompliance with regulatory requirements. <u>Revenue:</u> inability to collect full amount of revenue or requires additional County resources	Contractor shall respond to the notification within 24 hours. Immediate resolution within 5 business days of initial report. Status reports are required daily during this period until resolved.	10% of the month the failure occurs in charges (1/12 <sup>th</sup> of the annual) per each outstanding day, per each outstanding day
Current Highest Priority	County or Public users are unable to complete workflow(s) in its	Task is causing one or more of the following: <u>Health and Safety:</u> the	Contractor shall respond to the notification within 5 business days.	5% of the month the failure occurs in charges (1/12 <sup>th</sup> of the annual) per each outstanding day,

	intended manner with major loss of functionality impact; an external workaround is not sustainable and/or the County must provide additional County resources for completion.	County cannot use system to address health and safety concerns efficiently. <u>Compliance:</u> will cause noncompliance with regulatory requirements without intervention. <u>Revenue:</u> could result in the inability to collect the full amount of revenue or require additional County resources.	Immediate resolution within 20 business days of initial report. Status reports are required weekly during this period until resolved.	per each outstanding day
Priority 2026 / Next	County or Public users are unable to complete workflow(s) in its intended manner with some loss of functionality impact; an external workaround is sufficient and/or the County must provide existing County resources for completion.	Task is causing one or more of the following: <u>Health and Safety:</u> the County cannot use system to address health and safety concerns efficiently. <u>Compliance:</u> will cause noncompliance with regulatory requirements without intervention. <u>Revenue:</u> could result in the inability to	Contractor shall respond to the notification within 5 business days. Immediate resolution within 20 business days of initial report. Status reports are required weekly during this period until resolved.	2 % of the month the failure occurs in charges (1/12 <sup>th</sup> of the annual) per each outstanding day, per each outstanding day.

		collect full amount of revenue or require County resources		
Main Backlog or Bugs	County or Public users are unable to complete workflow(s) in its intended manner with minor loss of functionality impact; an external workaround is sufficient. No County resources is required.	Task is causing one or more of the following: <u>Health and Safety:</u> the County cannot use system to address health and safety concerns efficiently. <u>Compliance:</u> will cause noncompliance with regulatory requirements without intervention. <u>Revenue:</u> could result in the inability to collect the full amount of revenue, but no County resource is required.	Contractor shall respond to the notification within 5 business days. Immediate resolution within 20 business days of initial report. Status reports are required weekly during this period until resolved.	1 % the month the failure occurs in charges (1/12 <sup>th</sup> of the annual) per each outstanding day, per each outstanding day
Running Product Enhancement List	None. Refer to Section S. Final Acceptance Procedure and Section T. Custom Development and Enhancements.			

I. Documentation Requirements

Contractor must provide all relevant documentation for the system both for users and any necessary system maintenance and operations.

Notwithstanding reporting requirements for the County audit purposes, Contractor is required to maintain records of all services provided and make those available upon request to the County.

At a minimum, the Contractor shall itemize and document the progress status of all break/fix, misconfiguration, and changes in Contractor's project management tracker, Monday.com, or an equivalent project status tracking system. The itemized project status tracking system will be made available to the County for real-time access, review, edits, and downloads.

## J. Project Management

1. Contractor shall provide a Project Charter and a consolidated project plan to County for written approval, after execution of the Contract, which identifies all Contractor and HCA tasks and responsibilities. The approved project plan shall be the basis for all project activities and can be amended in accordance with Contractor and HCA agreed upon change management process.
2. Contractor and HCA shall be responsible for establishing a project organization to manage and deliver the services defined in this Scope of Work. After execution of the Contract, Contractor shall provide a project organization chart describing the project charter which shall be in place for the duration of this Contract. Contractor shall designate a Contractor Project Manager who shall have the authority to commit Contractor resources necessary to satisfy all contractual requirements.
3. Contractor shall develop a detailed schedule in accordance with the project plan with the target completion date not to exceed May 2022 and provide the detailed schedule to County for written approval.
4. Contractor shall provide continuation of support for Contractor's project management tracker, Monday.com board.
5. Contractor shall provide scheduling support with appropriate required resources such as developer, data, etc. for engineering and completion of the items.
6. Contractor shall identify all relevant assumptions made in the development of the project charter and the project plan, and upon which the estimates have been calculated must be clearly documented, including assumptions made for development software tools, use of any third party software, and HCA resources providing assistance.
7. Change management – Contractor shall include a description of the change control management process, approved in writing by County, that will be used in order to manage changes either requested by County or mitigate any deviation from the plan.
8. Contractor shall develop performance metrics and deliver monthly written project status reports summarizing key activities, comparing plan vs actual and identifying any issues and issue resolutions for the preceding reporting period. The monthly project status reports shall be presented by Contractor's Project Manager to County's Project Manager at monthly project management meetings. This report shall be the basis for advising HCA on project progress and to identify issues with which HCA shall be made aware

and work with Contractor to resolve. The reporting frequency can increase during times where County determines additional communication is needed or required.

9. Contractor shall utilize a comprehensive methodology for ongoing project risk management which addresses such issues as technical risk, resource issues, scheduling problems, and HCA readiness. Contractor shall define escalation procedures to address extended and unresolved problems to County's Project Manager. Notification and emergency procedures shall be established in the event of system failure. The escalation procedures shall require approval of County's Project Manager. The escalation procedures shall include, but not be limited to the following:
  - a. Conditions warranting changes to the core team or requiring additional resources in meeting the milestones and/or resolving a problem/issue
  - b. Time durations between escalating to next level of support
  - c. A diagram depicting the various levels of response
  - d. The names, titles, and phone numbers of Contractor personnel responsible for response at the various levels of support
10. Contractor shall conduct an Annual Business Review (ABR) allowing the County and Contractor to provide feedback based on past years usage, allow the County to discuss upcoming needs, and mutual planning for the upcoming year, with the system and leadership team.

**K. Conduct Joint Application Design to Confirm Requirements**

1. Contractor shall lead and conduct Joint Application Design (JAD) or similar facilitated requirements and analysis design sessions with HCA staff and other stakeholders which may be identified by HCA. The purpose of these JADs is to confine and update HCA view of EHDMS functional requirements, features and capabilities, technology requirements and interface requirements, and to provide Contractor an opportunity to perfect its understanding of HCA environment and programs. The JADs shall also document high level workflow within EHDMS to identify potential changes in EHDMS workflow design or in HCA workflow, policies and procedures.
2. Contractor shall document the updated EHDMS, interface and other requirements. Contractor shall document the results of its JAD sessions using a structured analysis and design methodology as approved by HCA IT. The resulting document shall be presented in a walkthrough and must be approved by HCA.

**L. Development, Testing & Training Environments**

1. Contractor shall develop separate development, testing, and training environments for the system accessible to HCA IT staff. Environmental Health staff shall also have access to these environments for monitoring Contractor work, validating test results, and other reasons as needed.

County shall approve Contractor's training plan if it varies from the proposed plan below. Initially staff members shall require "classroom led" hands on training; Super Users shall

provide training to staff on an as needed basis after full implementation. Contractor shall provide web-accessible written and video trainings, as requested by County. Contractor shall update all training material to stay current with any version changes.

The training shall be broken down into four (4) major groups: End User, Service Desk, Administrator and Software Support - See Exhibit B- Contract Roles and Responsibilities matrix for training requirements for Super User, Service Desk and Software Support groups.

a. End Users

End Users are the largest group in need of training. They are further broken down into more specific groups based upon their job function, logon group, and access rights.

b. Super User Training

A "Super User" will be a staff member with good overall working knowledge of computers and EHS that will assist system users with general computer and application problems and will be able to generally distinguish between hardware, operating system, network, and application errors. If Level Zero (0) is unable to resolve the problem, it will be referred to the Level One (1) Service Desk.

c. Service Desk Training and Field Technician Training

These staff shall be trained at the Super User level and be able to accurately triage and record issues for escalation to higher levels of support, identify issues within the system as well and troubleshoot issues with bar code printers and scanners. Service Desk staff shall also have rights to create and maintain user maintenance.

d. Administrator

Administrator staff shall be trained in the support of the front end and backend architecture such as database and server administration.

e. Software Support

Software Support staff shall be trained at the level of both super user and service desk staff in addition to some selected aspects of the administrative level training. Software support staff must be able to recognize core issues, versus issues that can be cured with a work around. Software Support shall be charged with testing of new releases and updates.

f. User Application Specific Training

With the implementation of a new system, it becomes necessary for all potential users to be trained on the use of that application. Their level of training shall correspond to the access rights granted to the user's group.

g. Ad Hoc Report Training

When the system is chosen it shall have the ability to do Ad Hoc reporting. Many of the reports that the staff may need shall be incorporated into the application and made available simply by selecting them. Since the new system shall have a built in report generator, some staff members shall have access to use the Ad Hoc reporting tools. For these users, it shall be necessary to provide training in the use of the Ad

Hoc report generator.

**M. Customize & Configure Core System Software**

Contractor shall modify all program code for COTS application to reflect requested customizations.

**N. Interface Development**

Contractor shall fully develop and test any defined interfaces between the EHDMS and any internal and external systems which are included in the approved system requirements document.

**O. Unit Testing**

Contractor shall perform iterative unit testing as program code is developed to ensure that the code works as required. Contractor shall create test plans documents for all use cases.

**P. Unit Test Code Corrections**

Contractor shall make corrections to code based on unit test results.

**Q. Integration & Regression Testing**

Successfully Regression testing must be completed and signed off by users for final acceptance of product.

**R. User Acceptance Testing**

Contractor shall conduct a User Acceptance Test to ensure that HCA users are able to successfully use the EHDMS and that all modified workflows, policies and procedures are consistent with it. Contractor shall develop test scripts and data for this test, review the results and recommend initial system acceptance. Contractor shall provide quality assurance of each item, review of item for User Acceptance Testing (UAT) with agency, and deployment to live once approved.

HCA users shall assist in the actual test and shall be responsible for final approval of user acceptance test recommendations.

**S. Final Acceptance Procedure**

The final acceptance procedure is being incorporated into the Contract. Final Acceptance means the formal confirmation by the County that the delivered solution has successfully passed all agreed-upon functional and performance tests, meets documented business requirements, and operates in the production environment without material defects for a continuous period of ninety (90) calendar days following deployment. A material defect refers to issues with a system or component that may have a significant adverse impact on data quality, County operations, or otherwise fail to meet required specifications.

Furthermore, Final Acceptance by the County shall be defined in the acceptance criteria:

- Deliverables have been provided to and accepted by the County.
- All deliverables are fully tested prior to release and have been reviewed by stakeholders to confirm they are acceptable.
- End-user training guides and procedures have been written, and training has been conducted.
- The end-user experience is at an agreed acceptable level and there has been no functional deficiency\* observed 90 days after the delivery date. \*
- No Functional Deficiency means that the solution performs all intended functions as specified in the contract and related documentation, without errors, omissions, or failures that materially impair its use, accuracy, or compliance. Minor cosmetic issues that do not affect core functionality shall not constitute a functional deficiency.
- There must be no adverse effects on already deployed systems.
- All outstanding issues pertinent to each roll-out are resolved or closed.

The County will complete Final Acceptance of each deliverable once the Contractor completes the deliverable tasks and signs off once all Acceptance Criteria have been met. Final Acceptance shall be evidenced by written confirmation of acceptance from the County's authorized representative through a sign-off document.

#### **T. Custom Development and Enhancements**

The information contained in this section provides a description of the nature of the work required to be completed and potential custom development and/or enhancements but does not provide an exhaustive list of every task or subtask necessary for completion. The details of the remaining functional tasks have been categorized in Contractor's project management tracker, Monday.com, as "Critical/Work Stoppage", "Current Highest Priority", "Priority 2026/Next", "Main Backlog", "Bugs", and "Running Product Enhancement List"., See Exhibit 1, (Monday Board Tracker).

##### Functional Requirements (Monday.com Task Board)

Contractor shall provide solutions that meet user acceptance for items that are not functioning or require further development and/or repair to fix (break/fix), or items that are not meeting user acceptance due to misconfiguration.

- Break/Fix refers to the remediation of a defect or error in Contractor's code, configuration, or integration that prevents the intended functionality from operating as specified for items listed in Scope of Work. Break/Fix excludes new feature requests.
- Misconfiguration refers to incorrect parameter settings or the configuration of otherwise functioning features, resulting in deviations from documented business rules or processes for items listed in Scope of Work. Misconfiguration does not include defects in code but may require corrective configuration changes to restore intended functionality.

The Contractor shall take a participatory approach to work with the County to prioritize all items listed in Contractor's project management tracker, Monday.com and provide a solution that meets user acceptance within the time indicated in Section H - Table 2.

Contractor shall provide the following:

- Completion of 2 Analytics related enhancement changes that County and Contractor mutually agree are enhancements.
- Completion of 59 active tickets in Monday.com (project management tracker) marked as "Changes" (tab 1 in spreadsheet exhibit to this quote ◦ Includes finalization and verification of business requirements and specifications - as needed - for each of the items on the enhancements list.
- an SQL database instance that is not shared with other jurisdictions, and its resources are solely for the County.

Custom Development and Enhancements related to this contract will be added through a Work Order process, including project objectives, key deliverables, request form review, evaluation, written agreement, and implementation. The County will request a work order, and the details of the work order will be mutually agreed upon.

Work Order requests will be provided and agreed upon in writing and include:

- Work order reference number
- Project name/title
- Business objectives (e.g. problem, workflow, ideal state, success measure)
- Project summary; services (e.g. tasks, training, assets, activities)
- Additional requirements
- Project schedule: for example

No	Task/Milestone	Start	End	Key Deliverable
1.				
2.				
3.				

- Pricing (Maximum Project Charges):

**Reporting and Itemized Documentation**

Notwithstanding reporting requirements for the County audit purposes, Contractor is required to maintain records of all services provided and make those available upon request to the County.

At a minimum, the Contractor shall itemize and document the progress status of all break/fix, misconfiguration, and changes in Monday.com or an equivalent project status tracking system. The itemized project status tracking system will be made available to the County for real-time access, review, edits, and downloads.



**ATTACHMENT B-1**

**Revised Compensation and Invoicing**

**1. Compensation**

This is a fixed price Contract not to exceed a new total amount \$1,898,506 for the Term of Contract, which includes \$609,393 for the extension period effective July 1, 2026 through June 30, 2028.

Contractor agrees to accept the specified compensation as set forth in this Contract as full payment for performing all services and furnishing all staffing and materials required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by Contractor of all its duties and obligations hereunder. Contractor shall only be compensated as set forth herein for work performed in accordance with the Scope of Work.

**2. Fees and Charges:** County will pay the following fees in accordance with the provisions of this Contract, including the schedule outlined below.

**Budget**

<b>Ongoing Maintenance and Operational Costs</b>	<b>Year 6 7/1/26 – 6/30/27</b>	<b>Year 7 7/1/27 – 6/30/28</b>	<b>Year 8 7/1/28 – 6/30/29 (optional)</b>
License, Hosting, Support and Warranty Service Fee	<b>\$264,000</b>	<b>\$264,000</b>	<b>\$279,840</b>
*Custom Development Service/Enhancement Fee (425 Hrs)	<b>\$81,393</b>		
<b>*Any unexpended or unused funds at the end of the current term of the contract shall be carried forward to the next term of the contract and shall not exceed the allotted amount of the Custom Development Service Fee.</b>			

<b>Position:</b>	<b>Hourly rate:</b>	<b>Description:</b>
Developer	\$275	Full stack engineer HSCloud Suite platform
Configuration	\$150	Sr. configuration specialist HSCloud Suite platform
Data Analyst	\$225	Data Analyst for database work, BI analytics
Business Analyst	\$175	Business analyst for requirements assessment, QA oversight
Project Manager	\$175	Project management services for HSCloud Suite enhancements

3. **Price Increase/Decreases:** No price increases will be permitted during the first period of the Contract. County requires documented proof of cost increases on Contracts prior to any price adjustment. A minimum of thirty (30) calendar days advance notice in writing is required to secure such adjustment. No retroactive price adjustments will be considered. All price decreases will automatically be extended to the County of Orange. County may enforce, negotiate, or cancel escalating price Contracts or take any other action it deems appropriate, as it sees fit. The net dollar amount of profit will remain firm during the period of the Contract. Adjustments increasing Contractor's profit will not be allowed.
4. **Firm Discount and Pricing Structure:** Contractor guarantees that prices quoted are equal to or less than prices quoted to any other local, State or Federal government entity for services of equal or lesser scope. Contractor agrees that no price increases shall be passed along to County during the term of this Contract not otherwise specified and provided for within this Contract.
5. **Contractor's Expense:** Contractor is responsible for all costs related to photo copying, telephone communications and fax communications while on County sites during the performance of work and services under this Contract.
6. **Payment Terms:** Invoices are to be submitted as specified in Attachment C – Cost / Summary Pricing to the user agency/department to the ship-to address, unless otherwise directed in this Contract. Contractor shall reference Contract number on invoice. Payment will be net thirty (30) days after receipt of an invoice in a format acceptable to the County of Orange and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with Contractor. Incomplete or incorrect invoices are not acceptable and shall be returned to Contractor.

Billing shall cover services and/or goods not previously invoiced. Contractor shall reimburse the County of Orange for any monies paid to Contractor for goods or services not provided or when goods or services do not meet the Contract requirements.

Payments made by County shall not preclude the right of County from thereafter disputing any items or services involved or billed under this Contract and shall not be construed as acceptance of any part of the goods or services.

7. **Taxpayer ID Number:** Contractor shall include its taxpayer ID number on all invoices submitted to County for payment to ensure compliance with IRS requirements and to expedite payment processing.
8. **Payment – Invoicing Instructions:** Contractor will provide an invoice on Contractor's letterhead for goods delivered and/or services rendered. In the case of goods, Contractor will leave an invoice with each delivery. Each invoice will have a number and will include the following information:
  - a) Contractor's name and address
  - b) Contractor's remittance address
  - c) Contractor's Taxpayer ID Number
  - d) Name of County Agency/Department
  - e) Delivery/service address
  - f) Master Agreement (MA) or Purchase Order (PO) number
  - g) Agency/Department's Account Number, if applicable
  - h) Date of invoice
  - i) Product/service description, quantity, and prices
  - j) Sales tax, if applicable
  - k) Freight/delivery charges, if applicable
  - l) Total

Invoice and support documentation are to be forwarded:

Electronically to: [HCAAccountsPayable@ochca.com](mailto:HCAAccountsPayable@ochca.com) or mailed to

Orange County Health Care Agency Accounts Payable  
PO Box 689  
Santa Ana, CA 92702

9. **Payment (Electronic Funds Transfer)**

County offers Contractor the option of receiving payment directly to its bank account via an Electronic Fund Transfer (EFT) process in lieu of a check payment. Payment made via EFT shall also receive an Electronic Remittance Advice with the payment details via e-mail. An e-mail address shall need to be provided to County via an EFT Authorization Form. Contractor may request a form from the agency/department representative listed in the Contract.

**Exhibit 1**  
**Monday Board Tracker**

**CHANGES:**

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**Go Live Transition Tasks and Issues**

Name	Notes	Status	PRIOR
1024 - Paginated Invoices - Update language in body of invoice	Still needed - Changes made to testing environment, Jennifer gave feedback 1/21, waiting for Rich	PENDING	HIGHE
958 - Plan Check Application Received	Still needed - Maureen's ETA was 1/12/26	IN PROCESS	HIGHE
55 - MyHD password reset issues (383)	Still needed	PENDING	HIGH
818 - Large Inspection Push to CERS	Still needed	PENDING	HIGH
876 - Mileage Log Unlock	Still needed	PENDING	HIGH
904 - Minutes on Inspection Manager List View not always correct	Still needed	PENDING	HIGH
871 - Batch Update "Assigned To" on permit on trigger	Still needed	PENDING	HIGH
906 - Inspection reports locking once signature is captured	Still needed	PENDING	HIGH
891 - Time and Activity Billing - Allow Complaint Manager time logs to be invoiced	Still needed	PENDING	HIGH
903 - Update Body Art Practitioner Registration form Title	Still needed	ENTERED	HIGH

1021 - Next Routine Inspection Due Date Manual Reset	Still needed	ENTERED	HIGH
912 - Update email display name (needed by 06/15)	Still needed	Pending Deployment	HIGH
699 - New Rule for Saving Plan Review records	Jose completed himself; closed	PENDING	MEDIUM
990 - Payment Reporting - Enable "Export checked with fees" to export in csv format	Still needed	ENTERED	MEDIUM
822 - Bulk Payment Import Rule for Discounts	Still needed	PENDING	HIGH
987 - Update CERS Violation Library	Still needed	PENDING	HIGH
860 - Time and Activity Billing - Inconsistencies in export file and alert	Still needed	ENTERED	HIGH
867 - Payments & Fees page - add new columns	Still needed - This page was introduced by HS in Q1 2025 in the HS Finance Subcommittee. We were advised it's an enhancement provided by HS to reconcile payments, possibly in place our manual batch report, and that we could request for additional columns to make it work.	ENTERED	HIGH
389 - Discrepancies in Job Code/Job Class	Still needed	PENDING	MEDIUM
403- Update printable Payment Receipt	Still needed - receipt is not	PENDING	MEDIUM


	IRS-compliant, missing pertinent information		
502 - Carve out Haz Waste Streams into it's own utility	Still needed	PENDING	MEDIU
808 -Add message notification for field updates	Still needed	PENDING	MEDIU
559 - Attachments for Practitioner Manager do not show on Practitioner records	Still needed	PENDING	MEDIU
526 - Job Class on Time Logs	Still needed	PENDING	MEDIU
Add more fields to OCPAYS email to client once payment is received	Still needed	PENDING	MEDIU
817 - Penalization Alert/Message is incorrect	Still needed - this is a defect	ENTERED	MEDIU
893 - Fee Applied By - not populating on manual invoice fees (REOCCURRING)	Still needed - this is a defect	ENTERED	MEDIU
994 - Fees Reporting: list payments in chronological order	Still needed	ENTERED	MEDIU
748 - Prevent saving CUPA Combined when Program Element is blank	Still needed	PENDING	MEDIU
132: Yellow Data Mappings and Related Issues	Still needed	PENDING	LOW
590 - Columns and search options on inspection violation list screen	Still needed	PENDING	LOW
915 - Permit Manager Time Logs Default view	Still needed	PENDING	MEDIU
33 - Main Splash Page	Still needed	PENDING	HIGH
Iterative Report Update: All Violation Libraries	Still needed	CLIENT REVIEW	HIGH
521 - MyHD - requesting Partial Payment details to be listed (DCS-747)	Still needed	PENDING	HIGH
648 - Please update records with missing information/wrong date (REOCCURRING)	Still needed - This is a defect. The data is incorrect or missing and we are simply	PENDING	HIGH

	waiting for HS to populate/correct the data in the excel files provided.		
802 - Display fee's Billing Period on payment allocation screen	Still needed	ENTERED	HIGH
697 - Populate Plan Review ID for time logs and modify billing logic	Still needed	ENTERED	HIGH
518 - Adjust Actions Menu	Still needed	PENDING	HIGH
Application for Well Construction or Destruction (myHD)	Still needed	CLIENT REVIEW	MEDIUM
Common Storage Facility Permit Application (MyHD App)	Still needed	CLIENT REVIEW	MEDIUM
Cottage Food Operation (myHD)	Still needed	PENDING	MEDIUM
Shared Food Facility Agreement (myHD)	Still needed	PENDING	MEDIUM
Liquid Waste Hauler Registration (MyHD App)	Still needed	PENDING	MEDIUM
Medical Waste Generator Registration (myHD)	Still needed	PENDING	MEDIUM
Medical Waste Temporary Event Notification (myHD)	Still needed	PENDING	MEDIUM
Underground Storage Tank Facility Modification Application (myHD)	Still needed	PENDING	MEDIUM
443 - Payment details for Permit Manager List Screen	Still needed	PENDING	MEDIUM
Payments - Bulk Import New Records	Still needed - This is a not really a change because it simply requires HS to add a uniform comment to a set of payments they reversed for us and that	PENDING	MEDIUM

	we cannot update ourselves. Maureen stated she would fulfill this as an easy request after one of our meetings in Dec 2024 and it still pending.		
715 - Adjust the inspection violation list screen	Still needed	PENDING	MEDIU
621 - Requesting the Display Name be changed to "County of Orange Environmental Health" for no reply mass emails	Still needed	PENDING	MEDIU
692 - Conversation Manager workflow panel	Still needed	PENDING	MEDIU
780 - Add a Payment Reversals page	Still needed	ENTERED	MEDIU
767 - Change Plan Review Detail MyHD page	Still needed	ENTERED	MEDIU
616 - Ability to unlock Inspection reports based on permission roles	Still needed	ENTERED	MEDIU
794 - Violation Library Start/End dates non-responsive	Still needed	ENTERED	MEDIU
858 - Client is unable to edit submitted application in MyHD Live	Still needed	ENTERED	MEDIU
698 - Filter for Records with No Values produces inaccurate results	Still needed - this is a defect	ENTERED	MEDIU
415 - Edit general report mapping	Jose completed himself; closed	PENDING	LOW
685 - Submit Documentation for Corrected Violation	Still needed	PENDING	LOW
930 - Time Logs Pop Ups	Still needed	PENDING	LOW

**ENHANCEMENT:**

## Go Live Transition Tasks and Issues

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Group	Name	Notes	Status
<b>CRITICAL/WORK STOPPAGE (0-5 Days)</b>	406 - Fees List Export Partial Payments	Contracted - still needed, Maureen offered a PowerBI report as a solution; Rich said they are working on it	<b>NEED INFO/STUCK</b>
<b>CURRENT HIGHEST PRIORITY</b>	857 - BOS Districts	Contracted - still needed, Maureen gave Nick ETA of 1/5/26	<b>PENDING</b>
<b>CURRENT HIGHEST PRIORITY</b>	473- Fees Search Box for Batch	Still needed	Pending Deployment
<b>CURRENT HIGHEST PRIORITY</b>	865 - Add workflow panels to time log	Still needed	<b>PENDING</b>
<b>CURRENT HIGHEST PRIORITY</b>	845 - Task's Last Date Modified field not populating or updating	Still needed	Pending Deployment
<b>CURRENT HIGHEST PRIORITY</b>	829 - MyHD - Temporary Food Penalty	Can be dropped, per FPS. Maureen provided ETA of 12/15/25	<b>IN PROCESS</b>
<b>CURRENT HIGHEST PRIORITY</b>	524 - Fee Balance column added to Fees Reporting	Still needed	<b>PENDING</b>
<b>PRIORITY 2026/Next</b>	737 - Sort Order of Fees	Still needed	<b>PENDING</b>
<b>PRIORITY 2026/Next</b>	506 - Add a "Reversed By" column in Payment Reporting, Fees Reporting, and Fee Reverses pages	Still needed	<b>PENDING</b>

PRIORITY 2026/Next	646 - Add additional columns to Fee Reverses page	Still needed	PENDING
PRIORITY 2026/Next	Enable personal Bookmarks for PBI Reports	Still needed	PENDING
PRIORITY 2026/Next	Permit Manager View - Establishment Header Doesn't Load	Still needed	PENDING
PRIORITY 2026/Next	CUPA Combined Report Saving - "Close this tab?" Overlap	Still needed	PENDING
PRIORITY 2026/Next	909 - Record History "Time" is the wrong time zone	Still needed	TABLED/FUTURE
Main Backlog	908 - Display Receipt# in payment allocation window	Still needed	ENTERED
Main Backlog	424 - Permit Date Incrementing	Still needed	PENDING
Main Backlog	Add functionality to Record Level permissions	Still needed	PENDING
Main Backlog	549 - Update Criterial Summary in Excel Exports to be more accurate	Still needed	PENDING
Main Backlog	704 - Conversation Manager Attachments	Can be dropped, per Plan Check	TABLED/FUTURE
Main Backlog	Permits draft does not reflect current record	Still needed	PENDING
Main Backlog	List View display irregular when value is "Other"	Still needed	PENDING
Running Product Enhancement List	259 - Tracking Contact/relationship changes in record	Created by Maureen - can be dropped, already tabled	TABLED/FUTURE

	history		
Running Product Enhancement List	List Screen "Actions" - Permissions for Each Action	Created by Maureen - can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	417 - Permit payoff logic	Can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	Inspector name missing from form, shows on List	Can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	Forms with fields linked to user table allow inactive employees to show in the list	Can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	718 - Tool to consolidate billing contacts	This solution was put forth by Maureen in data user's group to solve a structural issue for multiple counties; ticket created by Nick; solution as proposed will not meet our needs - can be dropped	PENDING
Running Product Enhancement List	614 - Is it possible to add a default filter to the time logs when it appears on a parent record?	Can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	Allowing for Field Option Display to map on a printed output	Can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	F8f - Appointment Scheduling/Queuing	Can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	F5o - Appointment/Inspection Scheduling	Can be dropped, already tabled	TABLED/FUTURE
Running Product	109: Purge Data Cron	Created by Maureen	TABLED/FUTURE

Enhancement List	Job	- can be dropped, already tabled	
Running Product Enhancement List	96: Permit > Inspection Workflow Panel Printables	Created by Maureen - can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	91: Tab Closure Prompt	Created by Maureen - can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	Violation Portion on Inspection - Save Trigger	Created by Maureen - can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	'Assigned To' search fields on utilities	Created by Maureen - can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	Bulk Payment Import: Enhancement Request	Created by Maureen - can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	321 - Labels	Created by Maureen - can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	322 - Text Boxes	Created by Maureen - can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	Signature fields in Myhd	Can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	Warning message 'off screen'. No matching records found	Can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	393 - User added an attachment without permissions	Can be dropped, already tabled	TABLED/FUTURE
Running Product Enhancement List	Address behavior differs from Address Manager and Establishment Manager - Create New	Can be dropped, already tabled	TABLED/FUTURE

**BREAK/FIX**

**Go Live Transition Tasks and Issues**

Group	Name	Notes
<b>CRITICAL/WORK STOPPAGE (0-5 Days)</b>	995 - MyHD Payment posted to wrong account/invoice (REOCCURRING)	Still needed - Rich said they are working on this
<b>CRITICAL/WORK STOPPAGE (0-5 Days)</b>	980 - Payments missing Rev Code	Still needed - Rich said they are working on this
<b>CRITICAL/WORK STOPPAGE (0-5 Days)</b>	1007 - Penalty Rounding-Dollar value allows more than 2 decimal places (REOCCURRING)	Still needed - Rich said they are working on this
<b>CURRENT HIGHEST PRIORITY</b>	1025 - Linking a Complaint to a new Address	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	1029 - Filter By for Attachments shows GUID	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	975 - Post Listeners Email on Temporary Food Application	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	936 - Search to Add Contacts	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	940 - Update post listeners email on MyHD Plan Review submittals	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	969 - Job Codes missing from Time Logs	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	998- Create a rule on the Permit for Billing Contacts	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	999 - Create a rule for Inspections to require one linked time log	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	1001 - Append Email from Permit to Billing Contact	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	985 - Temporary Food Application	Still needed

	submitted with blank required fields	
<b>CURRENT HIGHEST PRIORITY</b>	1003 - Paid invoices recalculated	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	1011 - myHD clients unable to edit applications	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	978 - Hidden field on the Record History	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	1010 - Add Account# and Balance to Permit form	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	938 - Prior year fees display description of current year (FY25-26) fee	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	939 - MyHD - Indicate penalty fee on invoice	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	973 - New fields in Invoice view: "Associated Record Form ID" and "Associated Record ID"	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	976 - Time logs Billing Type Column	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	1009 - Invoice balance on the permit list screen	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	946 - Payments Reporting - New columns "Amount Remaining" and "Fully Applied" are not accurate	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	1000 - Not able to send inspection reports to CERS	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	972 - Tiered Permitting Violation Duplicates	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	1035 - New inspection report transfer not successful	Still needed
<b>CURRENT HIGHEST PRIORITY</b>	1037 - Time and Activity Billing - Duplicate invoices generated without fees	Still needed
<b>PRIORITY 2026/Next</b>	1013 - Expand Search options on myHD Plan Review page	Still needed
<b>PRIORITY 2026/Next</b>	926 - Time and Activity - Old Time Log IDs not generating invoices	Still needed
<b>PRIORITY 2026/Next</b>	934 - Bulk Invoicing - Display Actual vs	Still needed

	Applicable Fees to be invoiced	
PRIORITY 2026/Next	992 - Plan Review Print Form Signature	Still needed
PRIORITY 2026/Next	1026 - Financial Account - Sort payments in Ledger View	Still needed
Main Backlog	964 - Special Events Permit	Still needed
Main Backlog	1012 - Inspection print forms are missing checklist outputs	Still needed

**BUG**

**Go Live Transition  
Tasks and Issues**

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Group	Name	Notes	Person	Stat
CURRENT HIGHEST PRIORITY	905 - Report not locking after saving with signature	Still needed	Maureen Garrison	PEND
CURRENT HIGHEST PRIORITY	1022 - Violation date not matching the date of the inspection.	Still needed	Maureen Garrison, Jose Parra Bernal, nreyes@ochca.com	ENTE
CURRENT HIGHEST PRIORITY	982 - Inspection Manager & CUPA Inspections cannot be sent to CERS	Still needed	Jose Parra Bernal, rlarios@ochca.com, Maureen Garrison	PEND
CURRENT HIGHEST PRIORITY	1017 - Unable to create "export checked to excel for CERS" report	Still needed	Jose Parra Bernal, Maureen Garrison, rlarios@ochca.com	PEND

<b>CURRENT HIGHEST PRIORITY</b>	811 - Penalty Fee Rounding Issue - Dollar value allows more than 2 decimal places	Still needed	Jennifer Luong, rlarios@ochca.com, Maureen Garrison	PEND
<b>CURRENT HIGHEST PRIORITY</b>	1036 - New inspection report erased after attempting to send it to CERS	Still needed	Maureen Garrison, Jose Parra Bernal, rlarios@ochca.com	ENTE
<b>PRIORITY 2026/Next</b>	716 - Tier 2 - Import submittal from CERS to HS	Still needed	Jose Parra Bernal, rlarios@ochca.com	PEND
<b>PRIORITY 2026/Next</b>	551 - Hourly Reimbursement Projects Contact Address missing	Still needed	Maureen Garrison, nreyes@ochca.com, Brianne Vaughan	PEND
<b>PRIORITY 2026/Next</b>	840 - MyHD Temporary Event App received with future date	Still needed	Maureen Garrison	ENTE
<b>PRIORITY 2026/Next</b>	846 - Conversation Manager Dates	Still needed	Maureen Garrison	ENTE
<b>PRIORITY 2026/Next</b>	848 - Time logs not locking after cut off date	Still needed	Maureen Garrison	ENTE
<b>PRIORITY 2026/Next</b>	864 - Citizen Portal Submitted Applications removed after payment	Still needed	Maureen Garrison	ENTE
<b>PRIORITY 2026/Next</b>	725 - Minutes on Inspection Manager do not match total in the inspection	Still needed	Maureen Garrison	ENTE
<b>Main Backlog</b>	601 - Unable to identify timelogs for single events	Still needed	Maureen Garrison	PEND
<b>Main Backlog</b>	783 - Fee Applied By field not populating when generating fee (REOCCURRING)	Still needed	Maureen Garrison	PEND
<b>Main Backlog</b>	593 - Complaint manager auto-filling information	Still needed	Maureen Garrison	PEND
<b>Main Backlog</b>	762 - Password conditions not being enforced	Still needed		ENTE
<b>Main Backlog</b>	739 - Mobile food print form character limitation	Still needed	Nelson Hicks	ENTE
<b>Main Backlog</b>	792 - Duplicate Payments - MyHD (REOCCURRING)	Still needed	Jennifer Luong, Maureen Garrison, rlarios@ochca.com	IN PRO

<b>Main Backlog</b>	586 - Complaint list screen not populating the establishment name, address and city.	Still needed	Maureen Garrison	PENDING
<b>Main Backlog</b>	618 - Result becomes NOT required	Still needed	Maureen Garrison	PENDING
<b>Main Backlog</b>	760 - Selected Filters not displayed	Still needed	Maureen Garrison, Jennifer Luong	ENTERED
<b>Main Backlog</b>	763 - Permit Claim not enforcing business rules	Still needed	Jose Valdez	ENTERED
<b>Main Backlog</b>	764 - Claimed Permits Old Info	Still needed	Jose Valdez	ENTERED

**ANALYTICS**

<b>PRIORITY 2026/Next</b>	HS Analytics Report Permissions does not honor filtered list	Still needed	PENDING
<b>PRIORITY 2026/Next</b>	(HSHD-5977)v_pbi_Active_EstablishmentPermit_history	Still needed	PENDING
<b>Main Backlog</b>	(Place Holder) v_pbi_Account_Invoices (GROUP BILLING)	Still needed	TABLED/FUTURE
<b>Main Backlog</b>	Audit report of mass updates/quick edits	Still needed	PENDING

**Go Live Transition Tasks and Issues**

Powered by 

Group	Name	Notes	Status
<b>PRIORITY 2026/Next</b>	836 - MyHD payments not posted in HS (REOCCURRING)	Still needed	ENTERED

**ACTION BY UNANIMOUS WRITTEN CONSENT  
OF  
THE BOARD OF DIRECTORS  
OF  
HS GOVTECH USA INC.,  
a Virginia corporation**

August 14, 2025

The undersigned, constituting all the members of the board of directors (the “Board”) of HS GovTech USA Inc., a Virginia corporation (the “Company”), pursuant to, and in accordance with, Section 13.1-657 and Section 13.1-685 of the Virginia Stock Corporation Act and the Bylaws of the Company, hereby take the actions and adopt the resolutions set forth herein by unanimous written consent in lieu of a meeting:

**Officer Appointment.**

WHEREAS, Silas Garrison has resigned as Chief Executive Officer as of the date hereof.

RESOLVED, that the Board hereby accepts the resignation of Silas Garrison, and thanks him for his service to the Company.

RESOLVED, the Board hereby appoints the following persons as officers of the Company, to act on behalf of the Company and each to serve until his or her death, resignation or removal or until his or her successor or successors are duly elected and qualified, in each case in accordance with the governing documents of the Company:

Name	Title
Eric Thomas	Chief Executive Officer

RESOLVED, that each officer of the Company is authorized to sign and deliver any agreement in the name of the Company and to otherwise obligate the Company in any respect relating to matters of the business of the Company, and to delegate such authority in his or her discretion.

**General Authorization.**

RESOLVED, that the officers of the Company (each an “Authorized Officer”) are authorized and directed, in the name and on behalf of the Company, to take or cause to be taken any and all such further actions and to prepare, execute and deliver or cause to be prepared, executed and delivered all such further agreements, documents, certificates and undertakings, and to incur all such fees and expenses, as in his or her judgment shall be necessary, appropriate or advisable to carry out and effectuate the purpose and intent of any and all of the foregoing resolutions;

RESOLVED, that the execution by the Authorized Officers of any such paper or document or the doing by the Authorized Officers of any act in connection with the foregoing matters shall conclusively establish the Authorized Officer’s authority therefore from the Company and the approval and ratification by the Company of the papers and documents so executed and the action so taken;

RESOLVED, that all actions previously taken by any officer, manager, director, representative or agent of the Company, in the name or on behalf of the Company or any of its affiliates in connection with the actions contemplated by the foregoing resolutions be, and each of the same hereby is, authorized, ratified, adopted, consented to and approved in all respects as the acts and deeds of the Company and with the same validity, force and effect as if each such acts had been authorized in advance by the Board; and

RESOLVED, that the actions taken by this written consent shall have the same force and effect as if taken at a duly called and constituted special meeting of the Board.

\*\*\*

*[Signature Page Follows]*

IN WITNESS WHEREOF, the undersigned has duly executed this written consent as of the date first set forth above.

**BOARD OF DIRECTORS OF**  
**HS GOVTECH USA, INC.**

By: Kenneth Frank  
Kenneth Frank

By: Matthew McDonald  
Matthew McDonald

By:   
John Murray

By: Colton Carnahan  
Colton Carnahan